

**WESTERN NEW YORK  
REGIONAL INFORMATION CENTER  
CHAPTER 793 PLAN  
2014 – 2017**

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**Progress Report as of March, 2015**

***Progress since last WNYRIC Advisory Council Meeting is in red ink and italics***

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## 793 Plan for 2014 – 2017

**Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.1 Continue to design and implement the most cost effective, resilient, redundant and robust bandwidth (network connectivity) including the utilization of priority layered design, I2, multiple vendors and competitive bidding practices	July 1, 2014 – June 30, 2017	TS WAN	<p>The most flexible, cost effective resilient, redundant and robust internet and intranet network is in place.</p> <p><i>Negotiations are currently under way with successful awarded bidder, Time Warner to provide updated broadband connectivity.</i></p>
1.2 Continue to implement Disaster Recovery initiatives for our Tier 1 applications and continue to Tier 2 based on time of recovery	July 1, 2014 – June 30, 2017	<u>Infrastructure Teams</u>	<p>Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications DR readiness complete based on required time of recovery.</p> <p><i>Researching co-location DR facility to accommodate future growth.</i></p> <p><u>Initial planning meetings with SUNY ITEC are taking place for July 2015 implementation.</u></p>
1.3 Implementation of cost optimization methods for wide area network and local area network security	July 1, 2014 – June 30, 2017	<p>TS WAN</p> <p>TS WAN</p> <p><u>TS WAN</u></p>	<p>Goal is realized as the most recent security measures are put in place on our network based on the most recent network threats. These security measures are shared with WNYRIC network engineering staff to allow implementation in the local school districts, as necessary.</p> <p>Installed new perimeter firewall and intrusion prevention systems.</p> <p><i>Installing new bandwidth monitoring tools.</i></p> <p><u>Training on new bandwidth monitoring tools with WNYRIC staff and Standards Sub-Committee members are taking place.</u></p>

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		<u>Infrastructure and Operation Teams</u>	<u>The WNYRIC Network Security team and the NY State Cyber Security Operations Center have begun systematically analyzing network traffic for malicious traffic (Botnets and Malware).</u> <u>The WNYRIC will begin to provide centralized critical security patches and notifications of critical security alerts for school district's servers and device for an additional fee through Base LAN.</u>
<b>1.4 Implement Change Management to effectively communicate with end users and staff regarding processes</b> <ul style="list-style-type: none"> <li>○ Configuration Management</li> <li>○ Release Management</li> </ul>	<b>July 1, 2014 – June 30, 2017</b>		Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place.
<b>1.5 Ongoing communication regarding bandwidth use and status</b>	<b>July 1, 2014 – June 30, 2017</b>	<b>Core Network</b>  <u>Core Network</u>	<b>Reporting four times at year at Advisory Council, Standards and DL consortium. Collaborative meetings with BOCES partners.</b>  <i>Standards sub-committee has been formed and has begun discussions regarding data collection correlation and dissemination.</i>  <u>Standards Sub-Committee working on effective report structures to be shared with district personnel.</u>

**Objective 2: Continue to enhance instructional offerings under CSLO**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
2.1 Continue to provide new offerings through the statewide RFP process	July 1, 2014 – June 30, 2017		<p>New RFPs are released and awarded.  The following RFPs were opened in September:  <b>Mobile Device Management</b>  <i>JAMF, Airwatch, Lightspeed, IBM (MaaS 360), Synergy (Absolute)</i>  <b>Teacher/Principal Evaluation</b>  <i>Bloomboard, Ed Vistas, iObservation, Oasys, Teachscape, SchoolBinder, Randa</i>  <b>Academic Intervention Services</b>  <i>Achieve 3000, My Path, FAST, IXL, Shmoop, Amplify (dibels next &amp; burst), Triumph Learning, Mastery Connect</i>  <b>Research Based Analysis</b>  <i>Bright Bytes</i>  <b>Robotics</b>  <i>Modular Robotics, Interactive Media</i>  RFPs were awarded at the November BOE meeting and contracts are in the process of being executed. They should be completed by Jan 1, 2015.</p> <p><i>New RFPs to be released in April:</i>  <b>Global Citizenship</b>  <b>Social Studies</b>  <b>STEAM</b></p>
2.2 Provide online offerings as part of the catalog offerings	July 1, 2014 – June 30, 2017	CSLO & Model Schools	Online offerings are in place that support anywhere/anytime learning on the part of teachers. Offerings were sent to CSLO for Winter.
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2014 – June 30, 2017	R & D Team	Pilot Program implementation dates and follow up for the following topics: <b>Paperless Classroom Pilots</b> <b>Windows 8</b> <b>Chromebooks</b> <b>Google Play Devices</b>

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			iPads iTune, Airwatch, Lightspeed, JAMF Virtual Desktop (VDI). The following districts are interested in pilots this year: Clarence, Hammondsport, Lancaster, Niagara Wheatfield, West Valley, Avoca, Pioneer, Hamburg, Alfred Almond, <i>North Collins, Springville</i>
2.4 Work with others to develop and implement regulations to be in compliance with all State and Federal regulations	July 1, 2014 – June 30, 2017	CSLO & Model Schools	Compliant policies and regulations are promulgated.
2.5 Collection of data that supports the impact of technology on instruction and student learning	July 1, 2014 – June 30, 2017		Data from program evaluations will be available.
2.6 Formative Assessment Support	July 1, 2014 – June 30, 2017		Service book will be adjusted and training for current staff and districts on approved tools will be scheduled and delivered.
2.7 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver professional development	July 1, 2014 – June 30, 2017		Cost effective methods are in use by customers.

**Objective 3: Support anywhere/anytime secure access from any device to meet district's needs.**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
<b>3.1 Support Personal Learning Communities</b> <ul style="list-style-type: none"> <li>Investigate Social Collaboration Environments with presence</li> <li>Ensure that legal and district policies are in place</li> </ul>	<b>July 1, 2014 – June 30, 2017</b>		Secure personal learning communities are in use.
<b>3.2 Continue to investigate new technologies to provide anywhere/anytime secure access on any device for all services, users and learners</b>	<b>July 1, 2014 – June 30, 2017</b>		Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review to the Standards Committee if appropriate. Additional application services are offered and implemented.
<b>3.3 Investigate and test emerging operating systems for legacy and mobile devices</b>	<b>July 1, 2014 – June 30, 2017</b>	<b>R&amp;D Team, Lifecycle Team</b>  <b>R&amp;D Team</b>  <i>R&amp;D Team, Lifecycle Team</i>  <u>R&amp;D Team, Lifecycle</u>	Solution (s) are in place and operational in at least two districts.  Microsoft Windows To Go was tested for CBT and proven to not be a suitable solution.  Apple iOS 9 beta is being tested for compatibility with Apps.  <i>TestPolicy is being investigated as a possible solution to lock down Windows 7 &amp; 8 testing machines without impacting instructional time.</i>  <u>Microsoft Windows 10 is being researched and evaluated.</u>
<b>3.4 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed</b>	<b>July 1, 2014 – June 30, 2017</b>	<u>R&amp;D Team</u>	Districts are assisted with readiness for CBT or emerging online assessments. Data from PARCC pilot survey are now available. Results to be shared with Advisory Council, FICA and districts.  <u>Successful February Diagnostic Field Test with single district. 75% of students were effectively able to complete the test.</u>

**Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment	July 1, 2014 – June 30, 2017	<p><i>All Services</i></p> <p><i>Internal Support and Electronic Document Management Teams</i></p> <p><i>All Services</i></p>	<p>Grants are awarded, activities are complete and grant dollars received and distributed.</p> <p>NYS Archives grant has been awarded to implement web based Filebound electronic document management system in 11 WNYRIC school districts. The grant was partially funded, reaching out to districts to determine interest in continuing.</p> <p><i>7 districts interested in continuing with the archives grant. Planning for implementation is underway.</i></p> <p><i>2 districts participating in the Archives grant project are fully implemented, 6 others are in process.</i></p> <p><i>Information regarding the Smart School Bond Act is being disseminated in a timely fashion.</i></p>
4.2 Optimize Service Desk	July 1, 2014 – June 30, 2017	<p>All Services</p> <p>WNYRIC Service Desk</p> <p>WNYRIC Service Desk</p> <p><u>WNYRIC Service Desk</u></p>	<p>Use of metrics for trends and growth are in place and utilized to optimize services offered and to improve end user experience.</p> <p>All Managed IT Service districts have been moved and supported in Service Now and application teams are being moved systemically. This allows robust reporting and analysis.</p> <p><i>Added 2<sup>nd</sup> level LAN support staff to the WNYRIC Service Desk.</i></p> <p><u><i>Implementation of Service Now for E1B Campus and Centers was completed effective February 23, 2015.</i></u></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.3 Utilize centralized End Point Device Management Solutions to reduce “sneakernet” and optimize instruction	July 1, 2014 – June 30, 2017	Lifecycle Team  Lifecycle Team  Lifecycle Team	End point device management solutions are in place, reports reviewed and remediation measures are implemented.  Redesigning the Microsoft SCCM for deployment.  IBM TEM server has been upgraded over the summer to improve security.  <i>There are <del>18-24</del> districts who are participating in the Lifecycle service.</i>  <u>Creating and testing a standardized “Golden Image” for endpoint deployment to improve uniform software distribution and overall efficiency for Managed IT district devices.</u>
4.4 Research technologies that provide for a greener environment	July 1, 2014 – June 30, 2017	TS LAN	Solutions are in place that reduce the carbon footprint throughout the region.  <i>Print management service was piloted in two districts with great success.</i>
4.5 Investigate private and public cloud solutions	July 1, 2014 – June 30, 2017	TS Division  TS Division  TS Division  <u>Cloud Team</u>	Evidence of progress is reported and solutions meeting customer needs are in place.  Ongoing research and development continues with Microsoft, Google and Gartner.  Internal Best Practices documentation is being created.  <i>Monthly informational meetings with representation from Microsoft and Google are taking place with WNYRIC staff and school district to keep abreast of emerging technologies.</i>  <u>On site informational meetings regarding O365 and Google integration. Discussion includes device options and CBT considerations.</u>  <u>WNYRIC application and support staff will be attending online O365 training sessions beginning April 2015.</u>
4.6 Continued utilization of inclusive Active Directory to aid in efficient sharing of	July 1, 2014 – June 30, 2017		Effective use of Active Directory as the primary and secure authentication source for account management to applications and resources on the network is in place for ease of use.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
resources		Identity Management, SIF, Core Hosted, LAN/WAN Teams	There are currently 8 districts in the WNYRIC Active Directory.

**Objective 5: Develop and provide data systems, processes and services in support of accountability and or instructional improvement**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
5.1 Support the process for and data needed for interim and online assessments	July 1, 2014 – June 30, 2017	Student Services Team	Data services for interim and online assessments are provided. <i>Data from eSchoolData and PowerSchool is being provided to eDoctrina, AIMSweb, STAR, NWEA, iReady and Castle Learning. Additional products are being investigated and added. <b>Right Reason and Renaissance Learning are now added.</b></i>
5.2 Research and support new data collection requirements	July 1, 2014 – June 30, 2017	Data Warehouse Team Finance Team	Information, training and support for new data collection requirements are provided. Finance and DW teams are sharing information about new data collection requirements for staff data, February collection. Salary, Tenure, Ethnicity are some of the new fields being collected from the HR system. Webinars scheduled for October for the Finance Manager and WinCap districts. <i><b>Data Warehouse team created a report that can assist in collecting/bringing together data for US Civil Rights Reporting requirements.</b></i>
5.3 Provide data support for the NYSED Educational Data Portal as requested by school districts	July 1, 2014 – June 30, 2017	Infrastructure and Data Warehouse Team	Information training and support for the data, as requested, for Education Data Portal solution(s) is provided.
5.4 Investigate integration and application development for the Education Data Portal	July 1, 2014 – June 30, 2017	Student and Data Warehouse Team	Evaluate and provide integration and development opportunities in any solution(s) in place regarding Education Data Portal Infrastructure. RICs across the state collaborated on a grant proposal in response to SED's request to continue some of the work that was started to authenticate users and provide data securely to the data dashboards.
5.5 Support programs that allow teacher level access to appropriate data	July 1, 2014 – June 30, 2017	Student and Data Warehouse Team	Programs are available for teachers that provide access to data about their students. <i>Pilot testing eSchoolData GURU Boards to provide data in a graphical format to teachers and administrators from the WNYRIC Data Warehouse and other assessment data directly within the eSchoolData application. Also included is a graduation rate predictor by diploma type and by student. <b>Beginning rollout of eSchoolData GURU Boards as of April.</b></i>

**Objective 6: Support the initiative for Computer Based Testing (CBT)**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
6.1 Communicate current NYS requirements regarding CBT	July 1, 2014 – June 30, 2017	All Service Teams	<p>Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).</p> <p><u>See Goal 4.5</u></p> <p><i>One district participated in the PARCC Diagnostic Test in February. WNYRIC staff assisted Cuba Rushford with technical set up/student data uploads, infrastructure trials as well as support on testing day. No other districts are scheduled or notified of acceptance for the next 2014-15 field testing at this time. Lessons learned will be shared out as an Advisory Council agenda item as well as communicated to all districts through meetings and publications.</i></p>
6.2 Provide security within endpoint management	July 1, 2014 – June 30, 2017	<p>TS CORE</p> <p><u>All Service Teams</u></p>	<p>Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints.</p> <p><i>Monitoring and responding to daily alerts from New York State Cyber Security Office regarding BotNet activity.</i></p> <p><u>Districts and application teams are working to eliminate and/or isolate all remaining Windows XP computer operating system and Windows 2003 server operating systems.</u></p>
6.3 Support NYS approved CBT vendor solutions	July 1, 2014 – June 30, 2017	Student Data Warehouse and Instruction Teams	Vendor provided solutions have been implemented to support CBT in school districts.
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2014 – June 30, 2017	<p>Infrastructure Team</p> <p>TS LAN &amp; TS WAN</p>	<p>Effective infrastructure at the districts is in place for CBT.</p> <p><i>Continue to work on the GAP Analysis for CBT readiness as well as the Smart School Bond Act.</i></p>

**Objective 7: Continue to enhance existing services with updated functionality and new product offerings**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative operations	July 1, 2014 – June 30, 2017	Finance Services	<p>Solutions for Financial, HR and Administrative Services are implemented and supported.</p> <p>Currently implementing 1 district in the Alio financial software package and 2 districts in the nVision financial package. <i>Have completed 2 conversions to nVision and are implementing additional modules in the alio software conversion.</i></p> <p>The Financial team facilitated vendor demos of the new financial packages that we are supporting. Districts are starting to contact us to calendar them for a conversion date. <i>The financial team is now being trained in K-12 Enterprises Financial Software and will begin with 1 district conversions upon completion of the training.</i></p> <p><i>The Financial team has successfully assisted the districts in generating and processing their 2014 W-2's and 1099's. Teams are now preparing for the Spring User Group meetings.</i></p> <p>Applicant Tracking Service is growing with four new districts signing up and joining the consortium. <i>Due to growing interest, the Applicant Tracking Team have held several demos across the area to demonstrate both applications for Certified and for the Support Staff.</i></p>
7.2 Implement and support solutions for the effective management of information about students	July 1, 2014 – June 30, 2017	Student Management Services	<p>Solutions for student related data needs are implemented and supported.</p> <p>Recent RFP to update Automated Notification services being offered. We will continue to support Global Connect until its end of life June 30, 2015. We are also continuing to offer OneCallNow, PowerAnnouncement and SchoolMessenger. We are adding support for Blackboard Connect. Demos to be scheduled.</p> <p><i>3 Districts converting from Global Connect to Blackboard Connect, in process. An additional 48 districts need to select and migrate to a new product by June 30. Periodic reminders are being sent to districts along with information regarding demonstrations. There are fewer than 20 districts left to choose a new product, additional communication and project planning is underway.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
7.3 Implement and support solutions for an expanded Web presence	July 1, 2014 – June 30, 2017	E-mail and Web Services	<p>New and enhanced solutions are implemented and supported.</p> <p><i>The e-mail team will begin supporting Exchange Online (as part of Office 365) and Gmail (as part of Google Apps for Education). These are in addition to existing support for Lotus Notes and MS Exchange.</i></p> <p><i>Support for Google Vault will be reviewed for being as a potential new mail archive product service to support with Gmail.</i></p> <p><i>The WTW service now supports a true mobile app for the Schoolwires' Centricity website software. A video app is being reviewed for possible support.</i></p> <p><i>WTW is adding 6 new districts to the SchoolWires website service this year. Approximately 40 on-site website editor training sessions were conducted as districts are looking to improve their web presence. Many new modules were implemented as well including video, mobile, alerts and forms.</i></p>
7.4 Provide enhanced services in response to emerging customer needs	July 1, 2014 – June 30, 2017	<p><i>All Service Teams</i></p> <p><i>Student team</i></p> <p><i>Finance Team</i></p>	<p>Services to respond to emerging districts needs are provided.</p> <p>Survey is being developed by student team to assess district interest in support for a transportation and ID Card system.</p> <p><i>Survey completed, RFP process for transportation system will begin. RFP process for ID Card /Security system is in discussion with technical support teams. After looking further into issues associated with supporting transportation systems, it has been determined that it is not feasible to offer this as a service, and therefore we will not release an RFP for transportation software. Development for an RFP for ID card solutions is under review for a Spring release.</i></p> <p>Finance team added a new service, Hillyard. This product will assist districts in their cleaning and janitorial labor needs and training. Currently have 4 districts signed up that we will be implementing this year. October demos are scheduled.</p> <p><i>The Finance team has implemented the Hillyard software in 3 districts and the 4<sup>th</sup> district is scheduled to go live in early January. The Hillyard product assists districts in their cleaning and janitorial labor needs and training. The Financial Team</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		Data Warehouse Team	<p><i>has successfully implemented 4 districts in the Hillyard software. The Financial team have conducted numerous demos for the Hillyard service and have received positive responses.</i></p> <p>Student team providing a new service, webEdge Student Portfolio. This product will display NYS Parent Reports and other 3<sup>rd</sup> party assessment reports to parents via the eSchoolData and PowerSchool Parent Portals. <i>Student team is in the process of implementing two districts this spring and many other districts are requesting quotes. Several have expressed interest in posting elementary report cards in this manner as well.</i></p> <p><i>Provided predictive analysis reports to assist with SLO targets. Overall success in meeting SLO target suggestions was 77%.</i></p> <p><i>Revised Regents Curriculum Development and Analysis reports to improve legibility and comprehension and to report on the newly designed Common Core Regents Exam.</i></p> <p><i>Replaced Data Warehouse reporting platform (PowerPlay) with a more up-to-date version (Workspace Advanced) to enhance school district's ability to investigate student data. Demonstrations are being conducted at the March user group meetings.</i></p>